

User Name: _____

Extension: _____

USER GUIDE

for

CUSTOMER NAME

**MITEL 3300 with 6510 Messaging
5224 IP Phone with ACD**



PHONE FEATURES

ANSWER AN INCOMING CALL

Lift handset of ringing telephone or press the line key

PLACE AN OUTGOING CALL

Dial *outside access code 9*

Dial number you wish to call

PLACE AN INTERNAL CALL

Dial *extension number*

PLACE A CALL ON HOLD

With a call on the line, press  (Red Hold Key)

To reconnect with the caller:

Press the blinking line button

TRANSFER A CALL

With a call on the line, press  (Trans/Conf)

Dial destination *extension number*

Announce call (if desired)

Press **RELEASE** or hang up to transfer call

PLACE YOUR PHONE IN DO-NOT-DISTURB (DND)

Press the **DND** button


TO CANCEL DO-NOT-DISTURB

Press **DO NOT DISTURB** feature key again

REDIAL


Press  (Redial) to dial last number shown on screen

ADJUST RING VOLUME AND RING TONE


Press  (Blue Superkey)

Press **NO** until **Ring Adjust** appears


Follow the prompts to adjust the ringer volume and/or ringer tone

When finished press the  (Blue Superkey) to exit the menus

HANDSET AND SPEAKER VOLUME CONTROL

With the handset or speaker active press (Up)  &  (Down Arrows)


NOTE: In the phone's neutral state the  &  keys will adjust the display contrast

NOTE: Make sure  (Microphone) button is on to be muted during handsfree call.

CONFERENCE CALL

With a call on the line, press  (Trans/Conf)

Dial second party (internal or external)

Press the  (Trans/Conf) button to bring all parties together

The following options are available during the conference:


Split to split all the members of a conference up onto individual hold slots. Conference members cannot talk with each other.

Trans/Conf to add callers

Trade to switch between split callers. Continue to select Trade to cycle through parties in the order they were called.

Trans/Conf to bring all callers back to conference

TO PROGRAM SPEED DIAL BUTTON

Press  (Blue Superkey)

Press **NO** until **Personal Key** Appears

Press **Yes** for **Personal Keys**

Select Key to Program

Press **Change**

Press **Speed Call**

Press **Yes**

Dial **[9]** and the telephone number **or** dial extension number

Press **Save**

TO FORWARD YOUR TELEPHONE

Press  (Blue Superkey)

Press **NO** until you get to **CALL FORWARDING**

Press **YES**

Follow screen prompts:

Always

Busy Internal Calls Only

Busy External Calls Only

No Answer Internal Calls Only


No Answer External Calls Only

I Am Here (Remote)

HEADSET

Press **Headset** to enable the headset

Press **Headset** to disable the headset

Press the line key to answer a call and press to  or replace handset hang up

CALL HISTORY

Press **HISTORY**

Press **NO** until desired call list is displayed

Missed, Answered or Outgoing

Press **YES** to view the call list

Press **▲ & ▼** to view call history for selected list

Use softkeys under the display for more options

CALL – will call selection from the list

DETAIL – Press **CALL** to call or **EDIT** to change the number

DELETE – to delete the entry

Press  (Blue Superkey) **to exit**

DIALING 911 (Calling Emergency Services):

The 911 emergency number is designed to provide immediate access to emergency services

Lift handset or press **SPEAKER**

Dial **911** or **9911**

Be prepared to **verify your location** and **state the nature of the emergency**

PLEASE NOTE:

UNDER NO CIRCUMSTANCES ARE YOU TO MOVE YOUR PHONE WITHOUT PRIOR AUTHORIZATION FROM THE IT STAFF!

The 911 operator may call back to the main emergency contact number they have on file to verify the call. If a phone has been moved, the address information and the call back number received by 911 may not be accurate. You should provide your location address to the 911 operator.

ACD INFORMATION

ACD LOG IN

Press  (Blue Superkey)


Press **AGENT LOGIN**

Press **YES** to log in

Enter your agent code (__ plus your extension)

Press **ENTER** to exit

ACD LOG OUT

Press  (Blue Superkey)

Press **AGENT LOGOUT**

ALERT

Press **ALERT** for information on calls waiting

The **ALERT** key will display the Queue name, followed by
A (agents available), # CW (calls waiting),
and ?:?? (longest wait time)

The lit **ALERT** key indicates:

Solid = Caller(s) waiting

Slow Blink = Caller(s) waiting > 20 min.

Fast Blink = Caller(s) waiting >40 min.

MAKE BUSY

Press **MAKE BUSY** for additional time after a call

Press **MAKE BUSY** to get back into the ACD group



Superkey Definitions

Phonebook: Displays internal directory at your location

Call Forwarding: Forward your phone instead of going to voicemail

Always: All calls go to forward destination and will not ring your phone

B-Int.: Busy Internal calls– Only busy internal calls go to forward destination

B-Ext.: Busy External calls– Only busy external calls go to forward destination

NA-Int.: No Answer Internal calls - Only no answer internal calls go to forward destination

NA-Ext.: No Answer External calls- Only no answer external calls go to forward destination

I am Here: Remote call forwarding – when at a different extension you can go to I am here and have your calls forward to that phone.

Personal Keys: Programming your keys on your phone options are the following:

Timed Reminder: Used as a alarm clock

Advisory Messages: Allows you to leave an advisory message for internal calls, used instead of Do Not Disturb

Music: plays music on hold

Do Not Disturb: All calls go directly to voicemail

Auto Answer: calls automatically are answered and over your speaker (Used with headsets only)

Ring Adjust: Adjusts ring pitch & ring volume

Language: Change the language on your display to Spanish, French or English

Different options will appear based upon what state your phone is in; get in the habit of looking at your display!

SETTING UP YOUR VOICE MAIL BOX SETTING UP YOUR VOICE MAIL BOX

(Use for initial setup of your new voice mailbox from you own phone only)

Press the **VMAIL** key

If the systems asks, enter your **password** (initial password is **1111**)

A tutorial will play instructing you on setting up your mailbox...

The voice mail system will:

1. Prompt you to change your password

2. Prompt you to record a greeting

3. Prompt you to record a busy greeting

NOTE: Callers to your phone will hear your busy greeting when your phone is in use **AND** when your phone is in Do-Not-Disturb.

4. Prompt you to record your name

Continue through the tutorial until you hear the attendant say that your mailbox is fully set up!

SAMPLE GREETING:

You have reached the voicemail box of _____. I'm sorry I missed your call. Please leave your name and number, and I will return your call as soon as possible.

ACCESSING VOICE MAIL MESSAGES

ACCESSING VOICE MAIL from your phone

- Press the **Vmail** key or dial _ _ _ _
- Enter your **password**

ACCESSING VOICE MAIL from a different internal phone

Note: Mailbox of used phone must be setup first or this will not work

Press the **Vmail** key

- When system answers, press **##**
- Enter your extension number
- Enter your password

ACCESSING VOICE MAIL when away from the office

- Call _ _ _ - _ _ _ - _ _ _ _ (backdoor to VM number)
- When system answers press the **#** key
- Enter your extension number
- Enter your password
- Make menu choices (menus are listed below)

Main Menu

7 Play	Play Unread and Read message(s)
6 Make	Record and send message
8 User Options	See 8 User Options
0 Transfer to 0	Transfer to the Attendant
# Dial ext #	Allows you to dial an extension
9 eXit	Exit menus

Other Menus

7 Play a Message

Select type of message to play

Note: You will only receive all of these prompts if you have both read and unread messages in your inbox simultaneously.

- 1 Unread Messages**
- 2 Read Messages**
- 9 All Messages**

After message has been played:

7 Play Again	Repeat the message just played
2 Answer	Answer the message
4 Give*	Send the message to another mailbox
5 Keep	Keep the message
3 Discard	Discard the message
# Print to fax	Print a current view fax to a fax machine
6 Make	Make a new message
9 Exit	Exit to main menu
8 Skip Msg	Skip message and mark as unread
1 Timestamp	Plays timestamp and envelope

While message is playing:

1 Pause	Pause for 5 seconds
Rewind	Rewinds message 5 seconds
# Fast Forward	Fast forward 5 seconds

*See below Main Menu option 6, **Make**, for addressing and receipt options

6 Making and Sending Messages

- Enter destination mailbox number (for the Directory press and wait for the prompts) **or** Distribution List Number (press , followed by the list number)
- Press **1** if correct. Press **2** if incorrect and re-enter.
- Record the message then press **#**

After message is recorded

- 9 Send** Exit and send your message
- 7 Review** Listen to the message you just recorded
- 3 Discard** Discard the message
- 2 Append** Add to your recorded message
- 6 Message Addressing Options** (4 options listed next)
 - 2 Confidential** - Receiver cannot forwarding message
 - 7 Receipt** - Receive notice when your message is heard
 - 8 Urgent** - Place this message first in the destination mailbox
 - 9 Exit Message Addressing Options** - Exit the options menu

8 User Options

- 4 Greetings** Record your greetings
 - 7 Personal** Change Personal Greeting
 - 2 Busy** Change Busy Greeting
 - 6 Optional*** Record Optional Greeting
 - 3 Enable** Enable or disable Optional Greeting
 - 9 eXit** Exit to main menu
- 6 Name** Record your name
- 7 Passcode** Change your passcode (4-15 digits)
- 5 Distribution List** Set up and send message to more than one mailbox at a time. You create a group number and name.
- 3 Fax Delivery Opts** Set default fax number
- 2 Additional Options** Set or edit notification schedules
- 9 Exit User Options** Exit User Options Menu

*Note: An **Optional** greeting will over-ride both your **Personal** and **Busy** greetings

